

# Memo

To: All EMS Providers  
From: Premier Health EMS Center of Excellence  
Date: 12/11/2024  
Time: 10:30AM  
Re: Connectivity Issues Update 2

## Update

We are still currently experiencing internet connectivity issues due to a cut fiber line. There are crews actively working to fix the damaged line.

### How this affects EMS:

1. Unable to receive transmitted EKGs to any Premier Health Emergency Department. However, EMS can still activate an AMI Alert based on the EMS provider's clinical impression and interpretation of the 12-lead EKG. Refer to GMVEMSC Cardiac Alert Protocol for guidance.
2. EMS room computers do not have internet access. EMS crews will not be able to use EMS room computers for EMS documentation.
3. CSN Sheets are still available and printing to the EMS Rooms. CSN sheets are not affected.

There is no estimated time for when the connection will be fully restored. We will continue to monitor and update as necessary.

Thank you for your attention and cooperation in ensuring continued patient care during this time.

Please don't hesitate to reach out if you have any questions.

Sincerely,  
Elizabeth Sheridan  
EMS Coordinator Supervisor  
Premier Health